



## Volume 9

### Greetings from The Enterprise Service Desk

Good Afternoon,

The initial wave of the transformational I3P has begun with the deployment of ACES equipment in early deployment at DFRC, HQ, GSFC, and KSC. Deployment is supported by the Enterprise Service Desk (ESD) being available 13-hours a day. The ESD has already supported hundreds of NASA users, performing warm hand-offs, triaging Tier-0 incidents, and elevating more complicated issues to ACES for resolution.

Meanwhile, work has continued on the ESD Tier-0 Web site. SIT 3 for ESD was conducted 10/4–10/7, further testing the capabilities of ESD’s self-help, ordering, and approval functionalities. On 10/12–10/14, the team conducted SIT testing on FCaRT capabilities. Resource approvers from across the Agency used the system to: assign charging methodology to specific cost centers, check the available balance of a cost center, assign a cost center to an order, and approve an order. All test results are available at [www.nssc.nasa.gov/esd](http://www.nssc.nasa.gov/esd).

These efforts are leading up to an ORR/SRR on 10/26 followed by an 11/1 “Go Live” of Tier-0 support and support of ACES [base services](#). All ESD roles are currently available in NAMS for request. Any requests received by 10/24 will be provisioned by 11/1. ESD will launch a coordinated effort through Center SMEs this week to ensure the smoothest possible provisioning process of ESD roles.

As “Go Live” nears for the ESD team, we’ve stepped up our customer outreach efforts. We participated in the I3P Town Hall, which was broadcast Agency-wide on 10/14. We visited DFRC (10/4-10/6), providing face-to-face training to more than 15% of that Center’s employee population. We followed that visit with onsite visits to HQ and GSFC (10/11–10/14), and KSC (10/18–10/19). More training dates will follow--see the complete [training schedule](#). Additional materials are available on the Web at [www.nssc.nasa.gov/esd](http://www.nssc.nasa.gov/esd), where they will remain until they are moved into SATERN after transition is complete. All training is being organized through Center ESD [Subject Matter Experts](#).

This newsletter is but one of the methods we are using to provide you with information about the great new services you can expect from ESD. We encourage all stakeholders to follow us on [Twitter](#), sign up for [ESD notifications](#), and bookmark our project page – [www.nssc.nasa.gov/esd](http://www.nssc.nasa.gov/esd). Please feel free to share this message with your colleagues. Anyone

can subscribe to the ESD newsletter by visiting our [project page](#). Our [schedule](#) is now available online as well.

We have recently added several demonstration videos to the NSSC YouTube page [www.youtube.com/NSSCVideo](http://www.youtube.com/NSSCVideo). You can also access ESD project FAQs and news on the NSSC Facebook page: [www.facebook.com/NASANSSC](http://www.facebook.com/NASANSSC)

Please take a moment to provide us your [feedback](#) on I3P communications. We appreciate and value your comments.

Thanks,

ESD

ESD Project Team